



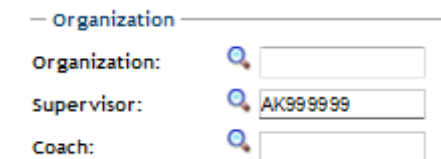
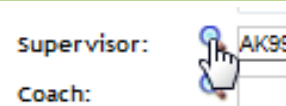
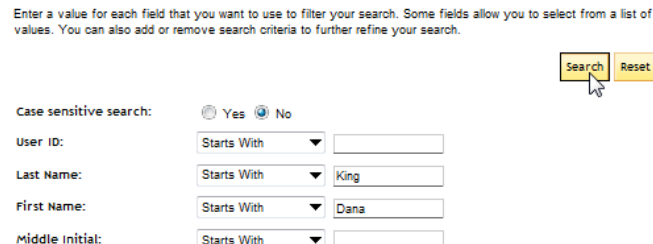
Resolving IDP Issues in AgLearn

If the supervisor is unable to Approve or Reject the subordinate's older plan locked in a Submit Pending status, the next step should be for you as an administrator to try to Cancel the plan by temporarily assigning a new supervisor.

First, verify with the user and supervisor that he/she has an older plan (the plan period expiration date has passed) that is "stuck" in Submit Pending status and that the supervisor was unable to approve or reject it. If you cannot visit the user's desk, run an IDP by Learner report to verify the status.

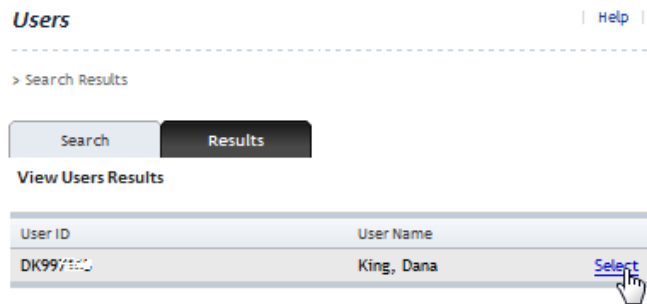
If the user does **not** have an older plan in Submit Pending status, but still cannot submit a current plan, it may be that an older Expired plan has a corresponding **Review** button in the Action column of the My Plans screen. If that is the case, simply ask the user to click the Review button and then follow the screen instructions.

Tasks to be performed by the Administrator

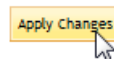
Step	Activity	View
1.	From the User Management menu, search for the user's record.	
2.	Click the edit icon to modify the record.	
3.	Jot down the ID of the current supervisor (you will need to return the user to this supervisor after you complete this task).	
4.	Click the supervisor search icon.	
5.	Enter search criteria to locate the new supervisor, and then click Search . Note: You may want to use your own name as this person's temporary supervisor. Once you have confirmed that the IDP has been rejected, you can change the supervisor name back to the actual supervisor.	

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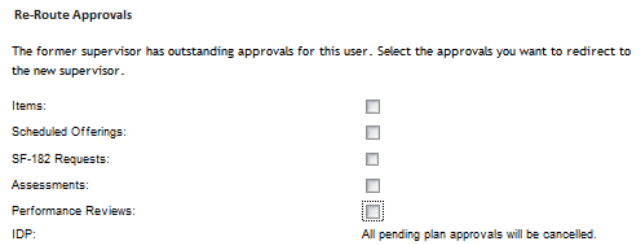
6. Locate the new supervisor and then click the corresponding **Select** link.



7. Click **Apply Changes** to save the user record and launch the re-routing screen.



8. Click each of the check boxes to clear the boxes (you do not want to re-route those approvals to the temporary supervisor. You are only interested in cancelling the pending IDP approvals).



9. Click **Re-Route Approvals**.
Note: You should now contact the user and ask him/her to login to AgLearn and verify that the older plan is now cancelled and that the new plan now has a Submit for Approval button.



10. Regardless of success, you must change the user's supervisor back to the actual supervisor. If you were unable to "cancel" the IDP, report the issue to your Lead administrator so that an ATS ticket can be created.

